

## ABSTRACT

Fixed wire line has been giving such quite large contribution to the company income until recently. By the end of December 2004, fixed wire line had donated as much as 81.33 billions Rupiahs, meanwhile fixed wireless had contributed as 1.2 billions Rupiahs ( Financial Report of PT. TELKOM ; 2004). Since fixed wire line has participated much in the company's income performance, PT. TELKOM should be able to balance it by increasing the service quality to fixed wire line's customers.

PT. TELKOM has been committed that interference handling service would only take three days maximum in terms that it is 3 x 8 work hours. If the interference couldn't be overcome by that approximation time, the regarding customer deserved a-month "abodemen" free under the condition of Service Level Guarantee (SLG) from PT. TELKOM.

Based on collected data from January through July 2005, it is obviously seen that as overall the interference handling service has failed reached the standard set by PT. TELKOM itself. The average amount of successful interference handling along that period of time is 85.36%.

In this research, we are trying to analyze interference handling business process which has been conducted by PT. TELKOM through a larger point of view. Not only by running such business process research in operational level, but also does the exact method in the level of strategic. This research ends to a conclusion where there is no business process which aims to control or handle interference handling business process. Besides, we also identify the company capability, including human resources, technology and facilities belong to regarding company which plays such role in the implementation of interference handling process.

This research proposes an improvement by calculating the service quality and evaluation through regarding implemented process. This proposal contains an improvement in interference handling process which hopefully would help PT. TELKOM in dealing with their own time standardization. By doing a continuously process improvement throughout all related aspects inside the process, it is hoped that the efficiency value would increase and certainly ends to the satisfactions of customers.

**Keywords:** Bussiness Improvement, Service Level Guarantee (SLG)

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